



Société
protectrice
des animaux
DE L'ESTRIE

2019

**ANNUAL
REPORT**

Our Board of Directors



Evelina Smith
President



Michel Richer
Vice-President



Maryse Boivin
Treasurer



Jean Cameron
Director



Hélène Mayrand
Director



Chantal Viger
Secretary



Louis Bourassa
Director



Sabine Conte
Director



Johannine Demers
Director

Our Mission

Protect animals and harmonize their relationship with humans. We work together with the public to develop respect for animals and sensitivity to their suffering in order to improve their quality of life.

We Are Member of:

- Association des techniciens et techniciennes en santé animale du Québec
- *Association of Shelter Veterinarians*
- Association québécoise des SPA et SPCA (AQSS)
- Centre d'action bénévole de Sherbrooke
- Fédération des sociétés canadiennes d'assistance aux animaux
- *National Animal Care & Control Association*
- Réseau des entreprises d'économie sociale de l'Estrie
- *World Society for the Protection of Animals*

Municipalities

Ayer's Cliff
Ascot Corner
Austin
Bolton-Est
Bonsecours
Bury
Canton de Cleveland

Canton de Hatley
Canton d'Orford
Canton de Potton
Canton de Stanstead
Coaticook
Cookshire-Eaton
Dixville

East Angus
Eastman
Hatley
Magog
North Hatley
Ogden
Racine

Richmond
Sherbrooke
St-Claude
St-Denis-de-Brompton
St-Étienne-de-Bolton
St-François-Xavier-de-Brompton
St-Herménégilde

Ste-Catherine-de-Hatley
Stanstead
Stoke
Val-Joli
Windsor

A Word from the President



It's hard to believe that the new shelter is already over a year old! I never get tired of seeing the outside, the spacious interior, the animals living comfortably while waiting for their forever families, and the staff who have the space and resources to do their job efficiently and safely.

The President's message allows me the opportunity to recognize a number of people. First, I want to acknowledge the SPA's remarkable board of directors. Each one of you inspires me to do better and be a better person. To each and every staff member, I tip my hat to you. You are all my heroes. Many thanks to our dedicated volunteers. You lighten the load and bring a ray of sunshine into the shelter. And my utmost appreciation to our supporters. I am humbled by your generosity. Still trying to figure out where you all hide your angel wings, but then maybe some things should remain a secret!

My daughter recently sent me a short video of my 3-year-old grandson holding a small puppy. It was absolutely marvelous to see how gentle he was. He tenderly held this little creature in his arms and softly gave him kisses. There was complete trust and a special bond between the two of them. And at our Open House in October it was delightful to hear young people talk about the importance of the new shelter. It was wonderful to see them interact with the animals and express empathy and compassion. If this is any indication of the next generation, I am confident the SPA, and animals in general, will be in good hands!

Thank you, valued members, for your continued support and belief in the SPA and its mission. I look forward to seeing you at our Annual General Meeting

Evelina Smith

Evelina Smith

President of the board of directors

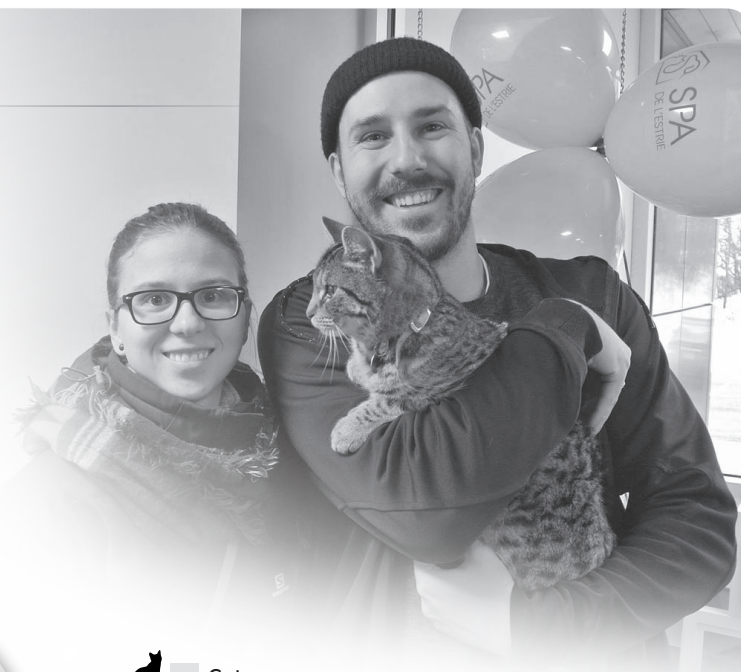


Sheltering Animals in Need

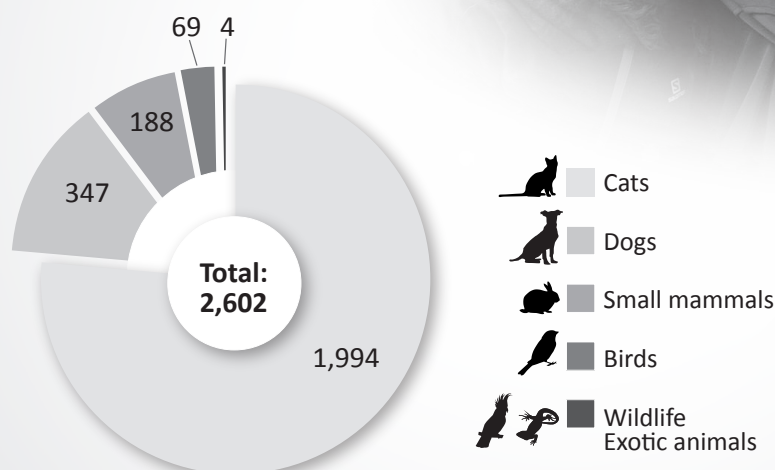
Because we are committed to helping animals in need, we make sure to provide quality, compassionate and respectful services. Our caring team, which includes veterinarians, animal health technicians and animal care workers, provides daily food, pampering, and care for the animals that find refuge under our roof.

A New Family for More Than 2,600 Animals

Compassionate and caring, our team members have once again played an essential role in the well-being of our animals so that they could find a new family and start a new life. In 2019, 2,602 animals stayed at our shelter and were lucky enough to find a new loving family. Also, more than 850 animals, that were unfortunately lost, were able to go back home thanks to our efforts and their SPA tag.



Adoptions in 2019





Adapted Care

Unfortunately, some of the many animals that go through the shelter doors are in bad shape because they are injured or sick. Many of them received veterinary care adapted to their condition in order to get back on their

feet, be adopted and finally start a new life. In 2019, our veterinarians performed 176 surgical interventions of all kinds.

Also, in order to counter the problem of canine and feline overpopulation and thus prevent the suffering of unwanted animals, we sterilize all dogs and cats that we place for adoption. In 2019, our veterinarians carried out more than 1,770 sterilizations before the animals were placed for adoption. We have been sterilizing our animals for more than twenty years to increase the number of sterilized animals in the Eastern Townships and to minimize feline overpopulation in its territory.

Veterinary Care	Number
 Surgeries	176
 Sterilizations	1,774

Successful Adoption Events



*Our First
Adoption
Event at the
New Shelter*

*During those two days,
70 cats were adopted.*

In the fall, we organized a special promotion to help hundreds of cats in the shelter. This was our first adoption event in the new shelter. The event took place on November 22 and 23, 2019 and, for the occasion, the adoption fees for all cats 6 months and older were reduced by \$50! In addition, with the purchase of a 1st Choice food bag, the new owners were given a second bag of food, worth more than \$30, free of charge.

A great success for the welfare of all these felines!

*A Winning Partnership
Thanks To Desjardins*



For three years now, Desjardins has been partnering with our organization. This unique partnership allows for the diversification of benefits available to all adopters. With the help of the Caisses Desjardins of Sherbrooke, a promotion took place on October 11 and 12, 2019.

As part of this special event, Desjardins members received a free bag of food, valued at more than \$30, upon presentation of their Desjardins card when adopting a cat. In total, 25 felines were adopted and found a new home.

We thank Desjardins for their valuable partnership.

Medical Interventions in Partnership With the Cégep de Sherbrooke

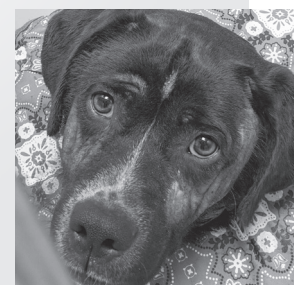
A partnership between the Eastern Townships SPA and the Animal Health Technical Program Department of the Cégep de Sherbrooke was established several years ago. In 2019, 7 animals were treated through this partnership and underwent medical procedures performed by the program's veterinary professors. This unique collaboration allows students to attend various, sometimes rare, surgeries and procedures and learn what to do in these situations. Scaling, removal of bladder stones, removal of a mass on the eyelid, tooth extractions: these are some examples that illustrate the range of cases treated.

Many thanks to the Cégep de Sherbrooke for this valuable collaboration!

Unique Adoptions

*Blacky: the Dog
With Food Allergies*

When Blacky arrived at the shelter, he was in very bad shape. The poor dog was scratching so badly that he was missing fur in several places and had many wounds. A veterinarian quickly examined him and discovered that he had an ear infection and severe food allergies. To allow him to recover at his own pace and heal his wounds, Blacky was fostered for several weeks by a caring family. Once back at the shelter, he was in great shape and his special diet had paid off. A few days later, Corinne and Frédéric came to see the dogs available for adoption and succumbed to the charm of this handsome boy! Therefore, Blacky left that day with his new family.



Unique Adoptions

Antoine: The Anxious Little Cat



Antoine arrived at the shelter as a stray. He was found without a collar and, unfortunately, no one claimed him. When he arrived, he was very fearful and tended to hide in his cage. After a few days, the shelter employees saw that Antoine seemed to want to interact with us. He would constantly meow to get our attention and stop only when he was in our arms.

From then on, he started purring: Antoine was beginning to socialize. He was meowing so much we believed that he would stay days, even weeks at the shelter. Fortunately, only a few hours after being placed for adoption, this beautiful red feline melted Myriam's heart. Antoine, now called Gaston, is getting used to his new life in his family and now has two human sisters who adore him.

Mousseline: Adopted at the Age of 15!

In November 2019, a charming Terrier mix was brought to the shelter. At the age of 15, the poor dog had been found wandering in a pitiful state: soiled and matted fur and extremely long claws. She also suffered from dermatitis and flea allergies.



After a thorough veterinary examination, we found that she had cataracts in both eyes in addition to a dislocation of the kneecaps with osteoarthritis without a limp. After a good grooming, she was placed for adoption. The shelter employees quickly fell under her spell and nicknamed her Mousseline. Very affectionate and loving hugs, she was hard to resist! On December 6, Mousseline was adopted by a caring family who were willing to offer her a loving home for her golden years. We thank them wholeheartedly for this act of kindness.

Lila and Flocon: Resilience Personified!

These two cats, whose mother was a farm cat, were brought to the shelter on November 23, 2019. Flocon, a one-year-old male, and Lila, a one-year-old female, were both very difficult to approach when they arrived. We soon realized that they were suffering from an obvious lack of socialization. The poor little ones avoided physical or visual contact with the employees. They hissed to indicate their discontent and discomfort. Lila was trying to hide as best she could; if she could have hid "under the rug", she would have.

In order to socialize them and put them in a more appropriate environment, we matched them with a member of the administration team. The objective was to give them a more familiar environment, closer to a family environment. In the office of our colleague, the two cats quietly gained confidence and relaxed. After several days, and thanks to the consistency and perseverance of the employees, as well as several treats and hugs, the two felines seemed more comfortable trusting humans. That's how we discovered their true personality: two sweethearts who love treats and who purr when petted. By broadcasting a special announcement for these two little loves, we managed to find a family ready to adopt them together and continue their socialization. They were both adopted on December 31, just in time to start their new lives and celebrate the new year with their new owners.





Helping Citizens at All Times

Patrollers Serving the Community

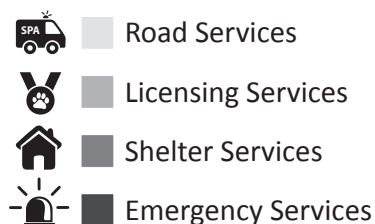
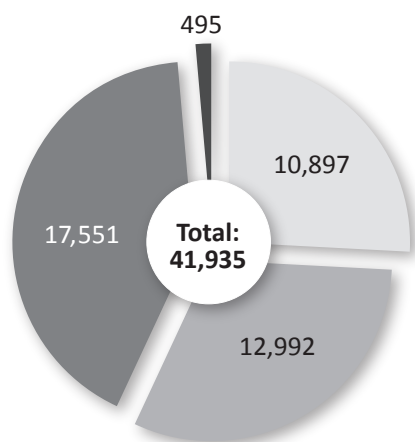
Like animals, people with animal-related problems also need help day and night. As such, we diligently operate a regular and emergency road service. Our call centre responds to calls from Estrians residing in the 33 municipalities we serve, while our patrol officers respond directly to complaints and ensure compliance with municipal regulations.

In 2019, the SPA Eastern Townships team received 41,965 calls and carried out 4,600 interventions, which allowed humans and animals to co-exist peacefully and respectfully.

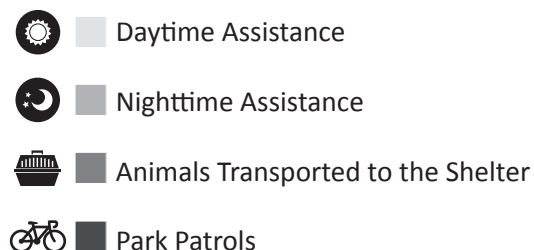
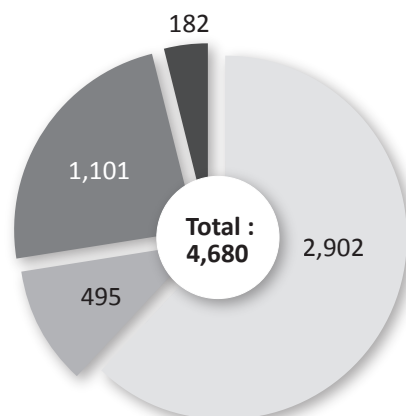
Interventions 24/7

Day and night, 7 days a week, our patrol officers and inspectors respond to requests from the public and become involved in numerous and diverse situations. In 2019, 4,680 such interventions were carried out in the field, such as taking statements, rescuing animals left in cars in hot weather, investigating complaints about bites, or issuing notices for municipal by-law violations

Calls Processed in 2019



Interventions Carried Out in 2019



Assisting Citizens at All Times

Bike patrols at your service

Each summer, regular patrols are carried out in several municipal parks of the towns we cover.

Throughout the summer period, patrol officers' interventions vary according to the situations. The main objectives being to promote prevention among residents, and above all, to ensure compliance with municipal regulations regarding pets. In 2019, 182 such patrols were carried out. In addition to these, we also participated in a bicycle safety roadblock organized by the City of Sherbrooke Police Department. All of this in order to provide assistance and to inform dog walkers of municipal by-laws.



2019 Census: 8 towns surveyed

So as to meet cat and dog owners, in 2019, a team of 5 enumerators roamed the streets of the towns of Bolton-Est, Bonsecours, Bury, Cookshire-Eaton, Dixville, Magog, Pottton and St-Étienne de Bolton. One of the main objectives of the census was to inform residents of all the newly served municipalities of the services offered to them by our organization, in their territory. The census, made it possible



for cat and dog owners to be familiarized with the Eastern Townships SPA. This, in addition to counting, recording and identifying via ID tags the animals in these towns. The data collected allowed us to draw an accurate portrait of the animals in the Eastern Townships and to expand our database to better serve the population.



Rescuing animals in distress

Shamefully, there is still a large number of animals persecuted by humans. Fortunately, our inspectors are always ready to respond to the urgent cries of citizens witnessing acts of neglect and cruelty. In order to protect animals and to ensure their welfare, they are empowered to enforce federal and provincial animal protection and welfare laws. In addition, they also intervene in the field by carrying out inspections, conducting investigations, seizing distressed animals and making formal complaints to the Ministry of Justice. Every year, countless animals benefit from this precious help thanks to the vigilance and professionalism of our inspectors.

In 2019, the Investigation and Inspection Department of the Eastern Townships SPA carried out more than 190 inspections involving 1,079 animals, all species combined. Following these interventions, several criminal and penal proceedings were instituted by the Crown prosecutor.

Inspections and Investigations	Number
 Inspections and investigations carried out	194
 Number of animals involved	1,079

The importance of citizen denunciation

We invite citizens who witness animal neglect or cruelty to contact us. Public cooperation is of vital importance to us. The population is our eyes and, by the same token, the voice of these vulnerable beings who cannot speak. It is thanks to these reports, all kept confidential, that we can rescue hundreds of animals all over the Eastern Townships.

819-821-4727, Option 5
All reports remains confidential.

Investigations are essential for the protection of animals

Several case files were opened in 2019 as a result of citizens' complaints. After investigating each of these, The Eastern Townships SPA inspectors, jointly with the Crown Prosecutor, laid various charges under the Criminal Code. Trials for these will take place in 2020 or later. In 2020, and our team will follow up on these proceedings very diligently.



Exceptional convictions

Imprisonment of several months for two Magog residents

On August 30 2019, at the Sherbrooke Courthouse, Bianca Lizotte and William Heath were condemned for neglecting to provide adequate and sufficient food and care to animals they owned. The woman and the man were sentenced under the criminal code to imprisonments of 6 months and 3 months respectively for neglect and cruelty to animals. In addition, they are prohibited from owning animals for a period of 2 years.

In February 2018, further to receiving a complaint, our inspectors, as well as those from the Régie de police de Memphrémagog, came upon 4 undernourished dogs, and 2 deceased dogs in a freezer, in a Magog residence. The SPA took possession of the canines by seizure and these were

subsequently examined by veterinarians. Among other things, they suffered from severe malnutrition.

An investigation was launched to shed light on this story. A criminal charge was subsequently laid against the custodians for willfully neglecting or failing to provide adequate food, water, shelter and appropriate care for their dogs.

It should be noted that the dogs seized by the SPA, and who recovered, were adopted. They are now living with families where they receive the love they deserve.



10-year ban on owning animals for a Lac-Mégantic resident

In October 2019 judgement was rendered against Mr. Joseph-David Charles, who was accused of abuse and cruelty toward 2 dogs and 1 cat in his care. In December 2018, the judge of the Court of Quebec, Mr. Conrad Chapdelaine, formally convicted him of the charges brought against him, under article 446 (1) b) (2) b) of the Criminal Code for willfully failing to provide these three animals with food, water, shelter as well as adequate and sufficient care.

As a result, Mr. Joseph-David Charles will have to perform 240 hours of community work, in addition to having to undergo therapy and pay an amount of \$ 500 to the Eastern Townships SPA. He is also prohibited from owning animals for the next 10 years. According to the content of the suspended sentence order issued by the Honorable Justice Chapdelaine, should one of these conditions not be respected, Mr. Charles could face incarceration,



Let us remember that in January 2018, further to receiving a complaint, our inspectors had to intervene urgently by going to the home of Mr. Joseph-David Charles where the 3 animals were kept. There, they found 2 very undernourished dogs and 1 cat. Further to the veterinary's assessment, and given his condition, one of the two dogs had to be euthanized for humanitarian reasons.

More than ever, be engaged in the community!

We all share the dream of a better society. We are convinced that improving the living conditions of animals and promoting respect toward them requires, in particular, information, education and awareness-raising of the population. That is why we make every effort to share and exchange with the community, and in a variety of ways.



A community that is constantly growing on social networks!



Each year, we reach thousands of social media subscribers. In 2019, more than 3,600 people were added to our Facebook community, which now has 19,774 followers. We continue to be active on this platform and certainly benefit from their generous support. As to our Instagram account, we had an increase of more than 500 members, for a total of 1,355 subscribers who follow our organization's progress on a daily basis and who also share photos of their adopted pets.

Summer prevention and information kiosks

In 2019, the SPA took part in several activities with residents of many towns to raise awareness on the many issues regarding animal safety and welfare. Municipal regulations, dog language, security, and available SPA services are just a few examples of the subjects dealt with during these events.



Dog day in Bolton-Est



Doggie Day at the Marais aux Cerises (Magog)



Annual Bois Beckett Festival



Kiosk at Sherbrooke Cegep - Career days in Police Training



Back to school party in Brompton

Information evening on bite prevention

At the end of August 2019, the SPA offered its very first information evening on the prevention of bites. The purpose of this free information session was to teach dog owners and others on how to better react in different situations involving dogs. Several subjects were discussed including dog behavior, safety measures for users of public spaces as well as prevention mechanisms. Over thirty people attended! It was a successful 1st session. More sessions are scheduled for 2020.



Open door day at the new shelter

On October 20, 2019, the first edition of the Eastern Townships SPA Open Door Day was held. On the occasion of this festive day, the population had the opportunity to visit the entire shelter and also to discover the backstage areas by having access to all rooms normally reserved only to employees. The activity took place in the form of guided tours. Within 4 hours, more than 700 people visited the shelter! The public had the chance to learn more about the daily operations of our organization and the various shift work involved. In order to make this event even more enjoyable, several other activities were offered: dog agility courses, make-up and workshops on dog and cat communications.



The 2nd Edition of the Souper des Fines Gueules

On April 30, 2019, the SPA held the second edition of its *Souper des Fines Gueules* benefit event. Once again, the second edition was a resounding success and raised a net profit of \$13,800, which was given to the SPA to ensure the continuity of its services. A tremendous and heartfelt thank you to the organizing committee, the volunteers and everyone who have participated to the event.



The organization of the third edition is currently underway. The evening will take place on April 21, 2020 at the Boefish restaurant in Sherbrooke. For all the details, go to OperationDouxRefuge.com.

A One-Of-A-Kind Photo Session for the Holidays!

In order to celebrate the arrival of Christmas, the SPA held its very first theme photo session at the beginning of last December. For the occasion, the public was invited to come and have their picture taken, alone or with family, alongside the animals at the shelter. To make the event festive and fun, we suggested that participants don their best holiday attire (ugly sweater, pyjamas or other) and help themselves to the funny accessories provided before posing for the photographer. Afterwards, the «models» could share their photos on social media to help call attention to the wonderful pets available for adoption, in the hopes of finding them a new forever home. The donations received during this activity went to the fundraising campaign to redesign our adoption room for small animals. Thank you to everyone who participated!



The SPA Gives Back and Gets Involved With Youth!

In 2019, the Eastern Townships SPA was involved in several educational projects in order to provide assistance to tomorrow's leaders and offer them support.

Educational Visits to École Le Goéland for Adults

Every year, for more than ten years, Maryse Boivin (volunteer and member of the board) has met with students ages 16 to 20 at Le Goéland, in order to raise awareness about animal welfare. Several topics are discussed, including the importance of denunciation, puppy mills, how to be a good pet guardian and preventing pet abandonment. In 2019, seven conferences were organized to give young people the opportunity to ask questions and to engage in discussions with our stakeholders.

Involvement With College and University Youth

Hosting a Group of Students in Architectural Technology

In September 2019, our shelter hosted a class of students from the Architectural Technology College Program at the Séminaire de Sherbrooke. As part of their term paper, these students were assigned the task of designing an animal shelter. To that end, they wanted to tour our new shelter and ask us a number of questions relating to its operation. It was a very stimulating meeting! The enthusiasm of the students, as well as their great interest in all the work accomplished by our organization, were contagious! It was a real pleasure to help them in their study and to share our common passion for animal protection.

Collaborating With the Law Program at the Université de Sherbrooke

Once again, for the 2019-2020 school year, the SPA embarked on a project within the *Pro Bono* Program at the Faculty of Law of the Université de Sherbrooke. The students taking part in this program have been tasked with providing assistance, voluntarily, to an organization or business that has legal needs. Thus, a team of three highly motivated students was mandated by our organization to carry out legal research work in order to provide advice on various subjects of interest relating to some of our ongoing projects.

Hosting Interns



Adult Education

In 2019, the SPA hosted two adult education interns within the organization. The goal of the internship was to allow them to acquire workplace skills. The desired outcome was to develop certain competencies, learn different tasks, integrate into the workforce and maintain employment in a field they chose based on their interest and, possibly, to find a job or even be hired by the internship provider. This was the case for one of the interns, who was hired to join the shelter team as a weekend animal caretaker in September.

Cégep de Sherbrooke

The SPA team hosted a placement student from the Cégep's *Technique en santé animale*. Thus, Sarah-Maude joined our team for a period of five weeks during 2019. The results from this first experience were nothing but positive! We will again have the pleasure of hosting another student in 2020.

Initiating Projects that Allow us to go Further

Because we are passionate about ensuring better living conditions for the animals and providing Townshippers and their pets with the best possible services, we continued our efforts towards these goals, in 2019, by working harder than ever to make the construction of our new shelter a reality.

Opening of the Temporary Targeted Sterilization Clinic for Cats

On February 26, 2019, as part of the *Semaine nationale de la stérilisation animale* (Quebec Spay/Neuter Week), organized by the *Association des médecins vétérinaires du Québec* (AMVQ), a press conference was held to officially announce the opening of a targeted sterilization clinic.

The primary objective in developing this project was to curb feline overpopulation in the Estrie region by making sterilization more accessible to low-income households. The sterilization fees were set at only \$60, including taxes, for a cat of either sex.



Clinics and sterilizations

Number



Sterilization clinics were held in 2019

14



Cats were sterilized

329

PETSMART
Charities

Thank you to PetSmart Charities of Canada

The implementation of this new service was made possible thanks to the generous financial contribution of \$250,000 by PetSmart Charities of Canada for the construction of the targeted sterilization clinic. The Eastern Townships SPA extends a heartfelt thank you to them for their support and confidence.

Already One Year in the New Shelter!

On August 28, 2019, the SPA celebrated its very first year in its new shelter. It was a year of adaptation, of change and of great collaboration for the entire staff who did its utmost to facilitate work in this new environment.

This new environment definitely allows us to improve the quality of life of the animals staying at the shelter, to facilitate their adoption and to support their (new) family in a space that meets the specific needs of each species as well as the employees. What we have is a cozy, less stressful place for lost, injured or abandoned animals who have to stay awhile. The Estrie population can take pride in having a shelter that is very much in keeping with the new generation of animal shelters.



«Urban Hens»

In 2019, we moved ahead with the finalization and publication of the «*Guide pour la garde de poules en milieu urbain*» for the citizens of Sherbrooke. The procedure to be followed internally was updated, including references for euthanasia (slaughterhouse and veterinarian).

The SPA attended the first training session offered to Sherbrooke citizens by the *Institut de technologie agroalimentaire* (ITA). The Guide produced by the SPA was purchased by the City and offered to citizens who attended the information sessions (90 copies in total). It is also available online on the City's website: <https://www.ville.sherbrooke.qc.ca/sous-site/environnement/habitation-et-famille/poules/>



The SPA also teamed up with the ITA trainer on this file in order to adapt the content of the training to the needs of the shelter. In May 2019, the training was offered to the SPA employees and the procedure to be followed internally was updated, including references for euthanasia (slaughterhouse and veterinarian).

A general version of the Guide, in which all references to the Sherbrooke regulation were removed, was also published so that citizens in all the other cities can benefit.

Involvement in the *Association québécoise des SPA et SPCA (AQSS)*

The *Association québécoise des SPA et SPCA* includes several organizations that have in common a great deal of field expertise with respect to animal protection, control and welfare. The AQSS contributes to the improvement of animal welfare through the active support of its members and promotes their interests among the authorities concerned.



Working Group on the Management of Dog Breeders

The working group on the management of dog breeders, the creation of which had been provided for directly in the provincial regulation regarding dangerous dogs (Law aimed at better protecting individuals by implementing a framework for managing dogs), completed its work in 2019. The AQSS sat on the group and was represented by one of our employees. Therefore, we actively contributed to discussions by the group, whose mandate was to make recommendations regarding the management of dog breeders in order to better protect individuals and ensure the safety and welfare of the dogs. The working group's report is expected to be tabled at the beginning of 2020.

Draft Regulation on Law P38

In May 2019, the Public Security Minister tabled the draft regulation on the implementation of the Law P38 aimed at better protecting people by establishing a framework for managing dogs (Dangerous Dog Law). The provisions of the regulation will be applied by every municipality in Quebec. In a great many municipalities, the regulations that frame the care of companion animals are applied by the shelters, who are thereby currently mandated to address complaints regarding aggressive dogs. Given its highly developed expertise in this area, and the potential implications of the regulation on the work of its members, the AQSS wanted to make known its views on the planned provisions and, in June, tabled a brief in which it presented its comments. We assisted the AQSS by actively contributing to the preparation of the document.

Draft Regulation on Animal Welfare and Security and on the Designation of Other Animals Referred to in the Law on Animal Welfare and Security

In January 2019, the MAPAQ tabled the draft regulation on animal welfare and security and on the designation of other animals referred to in the Law on Animal Welfare and Security. On the one hand, the provisions of this draft regulation have a direct impact on the way in which dogs, cats and other designated species are kept throughout Québec, and therefore on the quality of life of thousands of animals. On the other hand, the provisions also provide a framework for animal care in shelters that take in cats and dogs. Greatly concerned by both subjects, the AQSS wanted to table a brief in which it presented its comments. We provided assistance by sharing the expertise we have relative to analyzing the draft regulation and preparing the brief.



Changes to the municipal by-law of the City of Sherbrooke

In 2018, the City of Sherbrooke undertook the review of all of its general bylaws, including the provisions relating to animals. We were called upon to reflect on improvements that could be made to the current provisions, for example to facilitate the management of certain problematic situations encountered in particular by our patrol officers and inspectors in the field. These meetings resulted in constructive discussions and a great collaboration with the City of Sherbrooke in order to collectively adopt useful and well-suited regulations. The adoption of the new version of the regulations is scheduled for spring 2020.

Development of a program dedicated to volunteers

Project objectives

The SPA of Eastern Townships has been using the services of foster families and volunteers at the shelter for several years. The new shelter and the new operations makes it possible and beneficial to rapidly involve more volunteers and add new tasks to their duties. Likewise, we want to consolidate our network of foster families, which is so precious in helping us meeting the specific needs of certain animals. In the wake of these changes, the “volunteer project” aims at creating tools to better manage all of the volunteer activities at the SPA Easter Townships as well as making it both effective and enjoyable for all those involved.



What was accomplished in 2019 :

- The creation of a new position of Volunteer Coordinator
- The development of a number of forms and agreement contracts that clarifies the roles and expectations of all parties.
- The specific organization of the volunteer position in the cat adoption room.
- The preparation of a volunteer guide, a training plan and a welcome plan.
- The training of a team of volunteers sufficient to ensure their presence at almost all times in the adoption room! These volunteers are well aware of the profile of cats available and are able to assist clients in choosing their future companion, in addition to ensuring that interactions with cats take place in a positive manner.
- A project to follow in 2020!

Continuing Employee Training

Training session with Éduchateur

Employees from all parts of the shelter as well as some volunteers participated in free training provided by the feline specialist company “Édучateur” on Aug. 25, 2019 and benefited from the trainer’s expertise and experiences in feline behavior. The main objectives of this training were to provide updated information on feline behavior, better read the behavior of cats in the shelter and provide some details on our approach to customer service based on cats in the shelter.

Thanks to the *Educhateur*!



Canine behavior and bite prevention training

This year, all employees from all areas of the shelter took part in dog behavior training. Several subjects were discussed such as the importance of communication and observations, safety at work, proper use of safety tools and the deepening of their knowledge of dog behavior at the shelter.

Collaborate with our precious volunteers

An essential “family”

An old saying goes: “Two heads are better than one and three heads are better than two!” This expression represents perfectly the vision of our organization. We are therefore very fortunate to have the help and support of many who are dedicated to our mission. All of our work could not actually be accomplished without the unwavering support of our Board of Directors and our members, donors and volunteers. The support of this large family allows us to continue, day after day, our mission to help the largest number of animals in the Eastern Townships.

In 2019:

- About **20 volunteers transported 37 animals** to other facilities;
- **111 active foster families** who have given us a huge helping hand. **A total of 647 animals** benefited from their good care and exemplary hospitality.



Highlight the contribution of dedicated collaborators

During a recognition ceremony at the end of October, the society inducted Dr. Lois Sauke as the first member of its *Builders Club*. “The Builders Club of the SPA Eastern Townships, appointed by the board of directors, brings together the people who were deeply involved in the development of the society”. During the same evening, the organization also symbolically appointed Ms. Maggie Webster as *Godmother* of the SPA of Eastern Townships.

Dr. Lois Sauke, D.M.V inducted into the Great builders Club

Dr. Saucke is among the people who volunteered the most for the construction of the new shelter. Biosecurity program, shelter and veterinary clinic plans, development of the sterilization clinic and new management approaches for animal health are amongst projects to which Dr. Saucke participated very actively, with heart and passion.

Thanks again!



Ms. Maggie Webster honored as Godmother of the SPA

Maggie played a key role in the “*Doux Refuge*” fundraising campaign for the construction of the new building that now houses the SPA Eastern Townships. She has put all her heart and determination into it despite the difficulties encountered. She was an immense support to the team responsible for the project thanks to her repeated encouragement during the most difficult periods, in addition to her other important achievements.

Welcoming a new team to the Veterinary Clinic

After several years of giving the shelter animals their very best, veterinarians Dr. Lois Sauke and Dr. Debra Tacium are passing the torch. Veterinarian Dr. Julie Brunette, already member of the team as well as animal health technician Camille Truchon-Viel, are now at the helm of the Veterinary Clinic ‘Clinique Vétérinaire des Petits Animaux de l’Estrie’.

Sharing the same values and interests, Julie and Camille decided to join forces and purchased the clinic. The two women care about the welfare of the animals and are eager to help them. Being located directly next to the shelter, they can make a difference in the lives of many animals and this is a great source of motivation for new owners. They plan to work very hard with their team to help the society achieve its mission.

Dr. Lois Sauke retired while Dr. Debra Tacium continues to work as a practicing veterinarian.





Thanks for your collaboration in 2019!

The Eastern Townships SPA: Much More Than a Shelter

Your SPA is much more than just an animal shelter. We're a non-profit organization that needs you! For almost 20 years now, the Eastern Townships SPA has relied on the generosity of its donors in order to continue innovating and fulfilling its mission of promoting harmony between humans and animals here in the Eastern Townships. Donors like you founded the SPA and have helped finance its activities and projects for close to four decades.

In addition to being an animal shelter, your SPA provides:

CONSULTATIONS ON CANINE BEHAVIOUR



to help pet guardians develop a healthy relationship with their dog.

ADOPTIONS



of thousands of animals every year.

A SHOP



where you will find everything you need for your pet and more!

A ROAD SERVICE



that includes a 24/7 emergency service.

INSPECTIONS



and investigations to ensure the enforcement of animal protection and welfare laws.

PET REGISTRATIONS



and reunions of thousands of pets with their families.

A UNIQUE CALL CENTRE



that handles citizen requests.



Over the past 40 years, your SPA has succeeded in finding homes for over **80,000 animals!**



SPA
DE L'ESTRIE

Phone: 819 821-4727 • infos@spaestrie.qc.ca

spaestrie.qc.ca • facebook.com/spaestrie 

145 Sauvé Street, Sherbrooke (Quebec) J1L 1L6